

Ann D. Berkowitz
Project Manager – Federal Affairs

RECEIPT



1300 I Street, NW
Suite 400 West
Washington, DC 20005
(202) 515-2539
(202) 336-7922 (fax)

RECEIVED - FCC

MAR 25 2003

Federal Communication Commission
Bureau / Office

March 25, 2003

Anthony Dale
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Dale:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for February 2003. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Years 1 and 2 through the January 2003 performance month by state and the other report provides a summary by metric for the same time period.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

In a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script, appearing to read "Ann D. Berkowitz".

Attachments

Without Confidential Enclosures

cc: M. Stephens (With Confidential Enclosures)
E. Becker (With Confidential Enclosures)

February 2003**Definitional Status for Performance measures:**

Certain issues affect months previously reported, as noted below.

East States:**OR-1 Order Confirmation Timeliness****OR-2 Reject Timeliness****OR-5 % Flow-Through / Achieved Flow-Through**

Product	Month(s)	Comment
All Products OR-1, OR-2, OR-5 (VA & fGTE VA)	May 2002 – February 2003	Some CLEC orders were incorrectly excluded as affiliate orders. Process will be corrected with the March 2003 data month.
UNE Platform, Specials OR-1, OR-2	April 2002 – February 2003	Some UNE Platform orders were incorrectly counted as both UNE Platform and as Specials. Process will be corrected with the March 2003 data month.

PR-3 Completed within Specified Number of Days**PR-4 Missed Appointments****PR-6 Installation Quality**

Product	Month(s)	Comment
Retail Specials PR-4-01, 4-02 (fBA South only)	July 2000 – November 2002	Issue previously documented in the November 25, 2002 cover letter to be corrected with the November 2002 data month was corrected with the December 2002 data month.
Resale, UNE, Retail All products PR-3, PR-4	July 2000 – February 2003	Issue previously documented in the February 23, 2001 cover letter was incorrect and therefore, Suspend and Restore orders should be included in the metric. Process will be corrected with the March 2003 data month.
Resale, Retail 2-Wire xDSL Line Sharing PR-4-02	January 2002 – January 2003	The average delay days were not counted properly for orders that completed on a weekend. Process was corrected with the February 2003 data month.
Resale, UNE Platform, POTS- Total PR-3	January 2003	The interval calculation for some orders was incorrect because either the orders were not matched to the LSR to obtain the appropriate time stamp or the LSR receipt date/time was not used in the calculation. Process was corrected with the February 2003 data month.

MR-2 Trouble Report Rate
MR-3 Missed Repair Appointments
MR-4 Trouble Duration Intervals
MR-5 Repeat Trouble Reports

Product	Month(s)	Comment
Retail POTS MR-2-02, MR-2-03, MR-3-01, MR-3-02, MR-4-08, MR-5-01	July 2002 - January 2003	Issue previously documented in the February 25, 2003 cover letter incorrectly included PR-6-01 Numerator as an affected metric.

NP-1 Percent Final Trunk Group Blockage

Product	Month(s)	Comment
Trunks NP-1-04 (MD, DC, WV)	July 2000 - December 2002	Issue previously documented in the February 25, 2003 cover letter incorrectly included June 2000 as an affected data month.

West States:**OR-1 Order Confirmation Timeliness****OR-2 Reject Timeliness**

Product	Month(s)	Comment
Resale, UNE OR-1, OR-2	July 2000 – October 2002	Issue previously documented in the November 25, 2002 cover letter to be corrected with the October 2002 data month was corrected with the November 2002 data month.

PR-4 Missed Due Dates**PR-5 Facility Missed Orders****PR-6 Installation Quality**

Product	Month(s)	Comment
Retail UNE Transport PR-4-01, PR-4-02, PR-5-03, PR-6-01	July 2000 – December 2002	Issue previously documented in the January 25, 2003 cover letter stated that some End User orders incorrectly included in ILEC data would be corrected with the January 2003 data month. Investigation has revealed that the process was not corrected with the January 2003 data month and the issue remains under investigation to determine what corrective action, if any, is appropriate.

MR-2 Trouble Report Rate

Product	Month(s)	Comment
Trunks Denominator MR-2-01	July 2000 – November 2002	Issue previously documented in the December 24, 2002 cover letter stated that some trunks incorrectly included in the ILEC and CLEC denominator would be corrected with the December 2002 data month. Investigation has revealed that the process was not corrected with the December 2002 data month and the issue remains under investigation to determine what corrective action, if any, is appropriate.